

**Easterling, Deborah**

230694

**From:** Easterling, Deborah  
**Sent:** Wednesday, June 29, 2011 4:15 PM  
**To:** 'Mignon Fowler'  
**Subject:** RE: complaint against CWS rate increase

Dear Ms. Fowler:

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and photos to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

**From:** Mignon Fowler [<mailto:mignonfowler@sc.rr.com>]  
**Sent:** Monday, June 27, 2011 12:22 PM  
**To:** Contact  
**Subject:** complaint against CWS rate increase

Attn: Jocelyn Boyd, Clerk, South Carolina Public Service Commission

I am writing to contest the increase proposed by CWS. We are the Fowlers and have lived at 112 Forty Love Point for 7 years. During that time we have invested approximately \$9000.00 in water filters/softeners (see pictures) to try to improve our water. While the brown gunk is filtered out – this is what comes into the house lines (see pictures), we constantly battle musty smell with clean laundry and fishy smell with clean dishes. We have purchased all new top of the line appliances to no avail – we end up running dishes/laundry twice which increases water/energy usage. We have also purchased all new toilets and faucets due to corrosion from water damage. We do not drink the water out of the tap. I can't imagine what our water would be like if we didn't have the filtration system.

Please take the time to open the pictures. CWS uses a lot of complicated terms and repeatedly shows confusing test results that conclude the water is fine. Brown baths and showers, stinky laundry and dishes, and corroded faucets and toilets say otherwise.

Thank you for your time,

Mignon Fowler  
112 Forty Love Point  
Chapin, SC 29036

06/29/11  
11:03 AM  
CWS